

some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the receptionist at your surgery to ask for a clearer explanation.

**Information about someone else** - If you spot something on the record that is not about you or notice any other errors, please log out of the system immediately and contact the receptionist at your surgery as soon as possible.

There are some patients for whom access to their medical record online would present a risk, for example patients at risk of domestic violence or patients with serious mental health conditions. To safeguard these patients from that risk the practice has identified those patients and the access to this information has been withheld. If you find that you are unable to access your full medical record after the 1st of November 2023 and you would like to see this information please complete the form for this on our website <https://www.staffahealth.co.uk/the-practice/online-access/> and your request will be reviewed for you.

### Opting out of full medical records access

There are some patients for whom access to their full medical record online will not be suitable and there are also patients who will not wish to see this information. If you do not wish to see your full medical record online you can opt out of this, but still use an app to order prescriptions and book appointments etc.

If you would like to opt out please complete the form for this on our website and your request will be reviewed for you.

### Information security

Patients must understand that if they share or lose their details, their information may no longer be secure.

If you suspect that someone else has gained access to your records or online services without your permission, you must change your password immediately and inform the practice as soon as possible.

It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.

### Coercion

If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

## How to Apply

To register for the NHS App there is no need to contact the practice. Visit <https://www.nhs.uk/nhs-app/> to find out more and get set up.

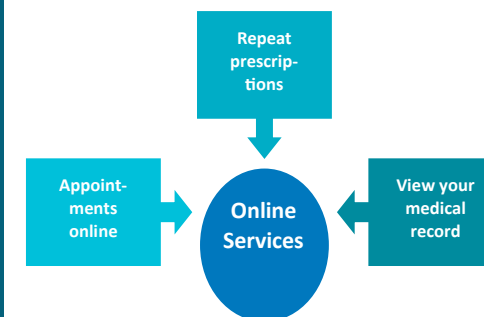
## More information

More information about online services can be found on our website: <https://www.staffahealth.co.uk/the-practice/online-access/>

# STAFFA HEALTH



## Online Services Information Leaflet



## Online Services

If you wish to, you can now use the internet to book non urgent appointments, request repeat prescriptions and look at your medical record online. You can still use the telephone or call in to the surgery for any of these services as well.

We have two options for patients to access online information and GP services:

**The NHS APP** – This is an App used with a smartphone or tablet. There is no need to contact us to register. Set up is quick and simple and most people have their access approved within 2 hours and it doesn't need to involve the practice – visit <https://www.nhs.uk/nhs-app/> to find out more and get set up.

**SystemOnline / Airmid** - This is a website and smartphone or tablet App. This is set up using your email address and a password generated through the practice – to use this system please complete the form that is available on our website.

The SystemOnline website and Airmid App can be accessed here: <https://tpp-uk.com/products/systemonline/>

## Ordering Prescriptions

You can order your repeat prescriptions through the online systems. Requests can be made up to a week before the medication is due.

When ordering repeat prescriptions earlier than they are due requests should contain an explanation as to why you are requesting items early (e.g. upcoming holiday). You should not try to use the prescription service in place of a consultation to obtain a new prescription.

## Booking Appointments

The online systems enable you to book appointments with one or more healthcare professionals. You are limited to booking a maximum of three appointments at any one time.

We ask that you use the online system to cancel appointments as soon as they become aware that they do not need the slot.

We strongly encourage you to book appointments with your usual doctor or nurse to promote continuity of care. It helps us if you provide a reason for your appointment when you book, but this is not essential.

If you have an urgent medical need you will still need to ring your surgery to book an urgent appointment, these are not available for booking online.

## Viewing Your Medical Record

Being able to see your medical record online

might help you to manage your medical conditions. It also means that you can access it from anywhere in the world should you require medical treatment on holiday.

From the 1st of November 2023 patients who are registered with the NHS App or another online access App will see their full medical record by default. This includes their consultation information, test results and documents e.g. hospital letters. This will apply to all patients and there is no need to request this full access from the practice.

This service will not be suitable for everyone however, there are some important things to consider:

**Forgotten History** - medical records contain a summary of previous problems. There may be something you have forgotten about in your record that you might find upsetting.

**Abnormal Results or Bad News** - having access to test results means you may see something that you find upsetting. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact us

**Misunderstood information** - Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. So